

Fort Jackson

RCI Utility Billing Program

October 27, 2010



Agenda

- About Minol
- Program History
- Utility Program
- Timeline



Introduction

- Founded in 1952, Minol is the third largest **Billing, Energy Management, Sub-Metering** and **Product Solution** providers with 2,500 employees and 32 offices worldwide.
- We are the leading provider of **utility billing services** for **water, gas** and **electricity** to residential and commercial properties, as well as military housing communities.
- We are the third largest **water meter manufacturer** worldwide.
- Our global team produces more than **5.4 million bills annually**.



Introduction

- We have 100 employees nationwide.
- Minol Center is owned by Minol and serves as our U.S. corporate headquarters in Addison, TX.



Program History

- 1996 - Congress established the Military Housing Privatization Initiative (MHPI) as a tool to help the military improve the quality of life for its service members by improving the condition of their housing.
- September 1998 OSD publishes guidance requiring Service members to be responsible for the utilities they consume.



Program History

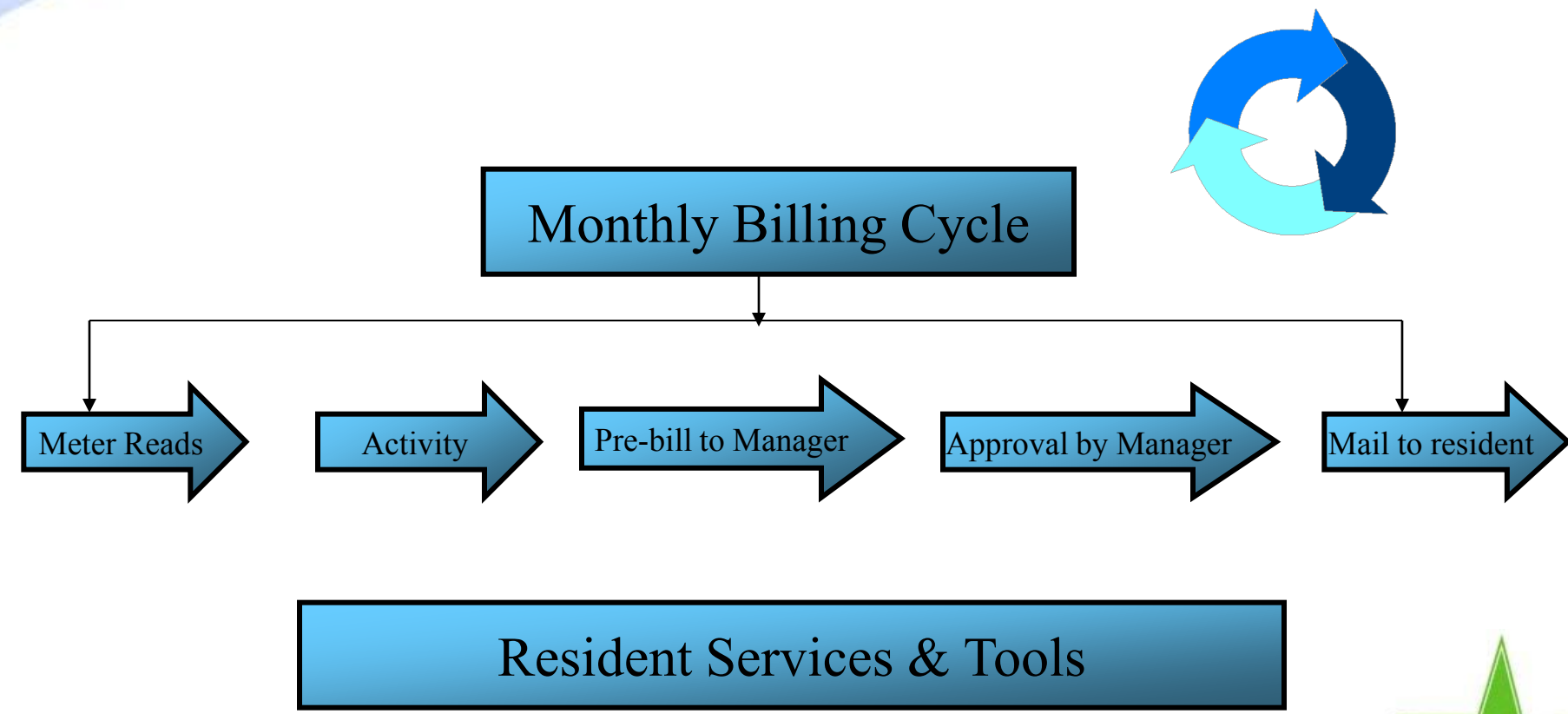
- Utility Policy created 2004
- Meters were installed
- June 2005 – 5 Pilot Projects began Mock Billing
- September 2006 – 5 Pilot Projects began Live Billing
- Currently, approximately 23 Army Posts are in program

Purpose of the Program

- Compliance with OSD mandated program.
- Conservation decreases the national dependence on foreign oil and conforms to our national policies.
- Provide improved housing and ancillary facilities to residents.



Monthly Billing Process



BAH & Baseline



- BAH covers:
 - Rent
 - Renters Insurance
 - Utilities – Electricity, Water, Sewer, & Trash
- A electric baseline will be established for each floor plan type
- The baseline covers a portion of the electricity

Army Policy Requirements

- Group similar or same floor plans
- Monthly, calculate average of occupied floor plan types
- The average usage per floor plan will be the baseline
- Trigger/Threshold of \$15.00
- Each resident will receive a statement based on their actual usage compared to the baseline

3 Statement Types



- No Action Statement
 - This statement will be mailed when the balance is within the Trigger/Threshold
- Payable Due/Remittance Statement
 - Balances are greater than \$15.00 will be due and payable
- Rebate/Refund Statement
 - Balances are greater than negative \$15.00 will receive a refund/rebate check

Payable Due/Remit Statement



All that counts.
15280 ADDISON ROAD SUITE 100
ADDISON TX 75001-4503

Please detach this portion and return with your payment. Please do not send cash.
Make checks or money orders payable to: MINOL, L.P.
To ensure proper credit please include your account number on your check or money order.

SFC. JOHN DOE
8939B SAN ANTONIO ST.
CITY, ST ZIP

Account Number: 0074-000293-00

Billing Date 04/26/2009
Balance Due \$26.60
Payment Due Date 05/11/2009
Amount Due If Late \$36.60

Amount Enclosed

Minol USA - PAYMENT CENTER
15280 ADDISON ROAD SUITE 100
ADDISON TX 75001-4503

Please fold and detach at the perforation below and return with your payment



Electricity & Gas Statement

Your New Statement

Account Number: 0074-000293-00
Customer Name: SFC. JOHN DOE
Neighborhood: BEACHWOOD II
Service Addr: 8939B SAN ANTONIO ST.
Floor Plan Type: 0A-N-G-N-N-N

Last Month
Previous Balance \$12.42
Payments \$0.00
Previous Balance Forward \$12.42
This Month - Billing Date 04/26/2009
Current Charges \$14.18
Adjustments & Fees \$0.00
Total New Charges This Month \$14.18
New Balance \$26.60

ELECTRICITY Service From 3/17/09 to 4/15/09

Current Charges

Charge Description	Beg Read	End Read	Your Usage	Base Line	Net Usage	Grace Zone	Billable Use	Rate	Amount
Electricity Per kWh	28,761	29,398	637	\$73.01	63.99	\$7.30	63.99	0.042180	\$2.70
Total ELECTRICITY charges									\$2.70

GAS Service From 3/17/09 to 4/15/09

Charge Description	Beg Read	End Read	Your Usage	Base Line	Net Usage	Grace Zone	Billable Use	Rate	Amount
Gas	3,750	3,804	58.62	46.99	11.63	4.70	11.63	0.986550	\$11.48
Total GAS charges									\$11.48

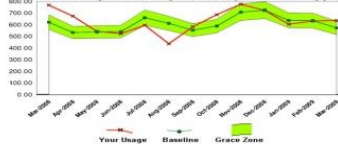
For Customer Service Call: 1-888-636-0493
(Mon - Fri 9am - 5pm CST)

Access your account and pay your bill on-line at www.minolusa.com

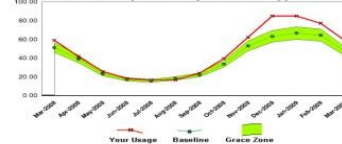
Total New Charges This Month **\$14.18**

MESSAGES:

Electricity Consumption for your Plan Type



Gas Consumption for your Plan Type



Your Electricity and Gas consumption summary -

Description	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
NET EL Usage	146.79	141.36	5.40	-17.48	-64.85	-175.48	29.15	98.16	68.55	-2.11	-32.75	-3.03	63.99
EL Grace Zone	31.11	26.68	26.93	27.07	33.04	30.62	27.69	29.44	35.42	36.31	31.89	31.80	57.30
Billable EL Use	146.79	141.36	0.00	-17.48	-64.85	-175.48	29.15	98.16	68.55	-2.11	-32.75	-3.03	63.99
Your EL Charge	\$6.35	\$6.12	\$0.00	\$-0.76	\$-2.81	\$-7.60	\$1.26	\$4.25	\$2.97	\$-0.09	\$-1.38	\$-0.13	\$2.70
NET GAS Usage	7.76	2.71	2.40	0.97	1.00	-1.62	1.78	5.84	9.21	21.78	18.26	12.72	11.63
GAS Grace Zone	2.56	1.94	1.16	0.86	0.78	0.91	1.10	1.67	2.64	3.15	3.33	3.22	4.70
Billable GAS Use	7.76	2.71	2.40	0.97	1.00	-1.62	1.78	5.84	9.21	21.78	18.26	12.72	11.63
Your GAS Charge	\$7.65	\$2.67	\$2.36	\$0.96	\$0.99	\$-1.60	\$1.76	\$5.76	\$9.09	\$21.49	\$18.02	\$12.55	\$11.48
Your Charge*	\$14.00	\$8.79	\$2.36	\$0.20	\$-1.82	\$-9.20	\$3.02	\$10.01	\$12.06	\$21.40	\$16.64	\$12.42	\$14.18

* Your Charge= Your EL Charge + Your GAS Charge



Rebate (Refund) Statement



04/26/2009 069-001144-00 \$ 30.66

***** THIRTY AND 66 / 100 DOLLARS *****

1LT. JOHN DOE
8692 BALTIMORE ST
CITY, ST ZIP



Electricity & Gas Statement

Account Number: 069-001144-00
Customer Name: 1LT. JOHN DOE
Neighborhood: BEACHWOOD
Service Addr: 8692 BALTIMORE ST
Floor Plan Type: 40-1-E-N-Y-N-N

Your New Statement

Last Month Previous Balance	\$-10.79
Payments	\$0.00
Previous Balance Forward	\$-10.79
This Month-Billing Date 04/26/2009	
Current Charges	\$-19.87
Adjustments & Fees	\$0.00
Total New Charges This Month	\$-19.87
New Balance	\$0.00

ELECTRICITY Service From 3/17/09 to 4/15/09

Charge Description	Beg Read	End Read	Your Usage	Base Line	Net Usage	Grace Zone	Billable Use	Rate	Amount
Electricity Per kWh	42,563	43,235	672	825.72	-153.72	-82.57	-153.72	0.042180	\$-6.48
Total ELECTRICITY charges									\$-6.48

GAS Service From 3/17/09 to 4/15/09

Charge Description	Beg Read	End Read	Your Usage	Base Line	Net Usage	Grace Zone	Billable Use	Rate	Amount
Gas	4,695	4,772	83.59	97.16	-13.57	-9.72	-13.57	0.986550	\$-13.39
Total GAS charges									\$-13.39

For Customer Service Call: 1-888-636-0493

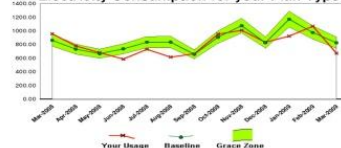
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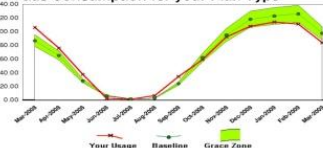
Total New Charges This Month **\$-19.87**

MESSAGES:

Electricity Consumption for your Plan Type



Gas Consumption for your Plan Type



Your Electricity and Gas consumption summary -

Description	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
NET EL Usage	94.48	47.19	14.82	-149.56	-104.81	-219.37	7.81	44.58	-68.07	4.38	-248.42	94.02	-153.72
EL Grace Zone	43.13	36.59	33.31	36.83	41.74	41.77	32.81	45.37	53.80	41.38	58.57	48.75	-82.57
Billable EL Use	94.48	47.19	0.00	-149.56	-104.81	-219.37	0.00	0.00	-68.07	0.00	-248.42	94.02	-153.72
Your EL Charge	\$4.09	\$2.04	\$0.00	\$-6.47	\$-4.54	\$-9.50	\$0.00	\$0.00	\$-2.95	\$0.00	\$-10.48	\$3.97	\$-6.48
NET GAS Usage	19.39	10.80	9.55	-3.86	-0.30	3.86	10.30	-2.83	-2.65	-10.12	-8.73	-14.96	-13.57
GAS Grace Zone	4.32	3.24	1.39	0.30	0.07	0.12	1.19	3.09	4.74	6.89	6.13	6.28	-9.72
Billable GAS Use	19.39	10.80	9.55	-3.86	-0.30	3.86	10.30	-2.83	-2.65	-10.12	-8.73	-14.96	-13.57
Your GAS Charge	\$19.13	\$10.66	\$9.42	\$-3.81	\$-0.29	\$3.81	\$10.16	\$-2.80	\$-2.61	\$-9.98	\$-8.62	\$-14.76	\$-13.39
Your Charge*	\$23.22	\$12.70	\$9.42	\$-10.28	\$-4.83	\$-5.69	\$10.16	\$-2.80	\$-5.56	\$-9.98	\$-19.10	\$-10.79	\$-19.87

* Your Charge= Your EL Charge + Your GAS Charge



No Action Statement (Accrue)



Dear Resident: No payment is due at this time. A Payment is due only when your balance exceeds \$ 25.00

SFC. JOHN DOE
8920 TRENTON AVE #B
CITY, ST ZIP

Account Number: 0074-000291-00

Billing Date 04/26/2009
Balance Due \$0.00
Payment Due Date 05/11/2009
Amount Due If Late \$0.00

Amount Enclosed **Do not pay**



Electricity & Gas Statement

Account Number: 0074-000291-00
Customer Name: SFC. JOHN DOE
Neighborhood: BEACHWOOD II
Service Addr: 8920 TRENTON AVE #B
Floor Plan Type: 0B-N-G-N-N-N

Your New Statement

Last Month
Previous Balance \$0.00
Payments \$0.00
Previous Balance Forward \$0.00
This Month - Billing Date 04/26/2009
Current Charges \$-17.30
Adjustments & Fees \$0.00
Total New Charges This Month \$-17.30
New Balance **\$-17.30**

ELECTRICITY Service From 3/17/09 to 4/15/09

Current Charges

Charge Description	Beg Read	End Read	Your Usage	Base Line	Net Usage	Grace Zone	Billable Use	Rate	Amount
Electricity Per kWh	29,465	29,888	423	652.52	-229.52	-65.25	-229.52	0.042180	\$-9.68
Total ELECTRICITY charges									\$-9.68

GAS Service From 3/17/09 to 4/15/09

Charge Description	Beg Read	End Read	Your Usage	Base Line	Net Usage	Grace Zone	Billable Use	Rate	Amount
Gas	3,480	3,532	56.45	64.17	-7.72	-6.42	-7.72	0.986550	\$-7.62
Total GAS charges									\$-7.62

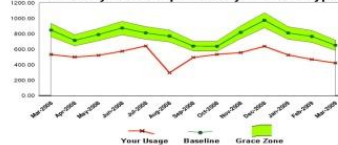
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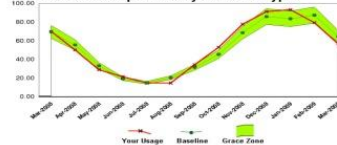
Total New Charges This Month **\$-17.30**

MESSAGES:

Electricity Consumption for your Plan Type



Gas Consumption for your Plan Type



Your Electricity and Gas consumption summary -

Description	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
NET EL Usage	-316.19	-215.38	-269.09	-299.66	-168.27	-474.52	-146.64	-104.99	-262.30	-336.30	-284.02	-297.30	-229.52
EL Grace Zone	42.46	35.82	39.55	43.78	40.61	39.56	32.08	31.95	40.96	48.76	40.55	38.36	-65.25
Billable EL Use	-316.19	-215.38	-269.09	-299.66	-168.27	-474.52	-146.64	-104.99	-262.30	-336.30	-284.02	-297.30	-229.52
Your EL Charge	\$-13.60	\$-9.32	\$-11.65	\$-12.97	\$-7.28	\$-20.54	\$-6.36	\$-4.64	\$-11.35	\$-14.19	\$-11.98	\$-12.54	\$-9.68
NET GAS Usage	0.62	-6.32	-4.26	2.26	-0.26	-5.70	2.83	7.56	9.23	5.30	9.73	-8.01	-7.72
GAS Grace Zone	3.46	2.77	1.65	0.95	0.74	1.01	1.57	2.26	3.42	4.29	4.17	4.36	-6.42
Billable GAS Use	0.00	-6.32	-4.26	2.26	-0.26	-5.70	2.83	7.56	9.23	5.30	9.73	-8.01	-7.72
Your GAS Charge	\$0.00	\$-5.25	\$-4.20	\$2.23	\$-0.26	\$-5.63	\$2.79	\$7.46	\$9.11	\$5.23	\$9.59	\$-7.50	\$-7.62
Your Charge*	\$-13.60	\$-14.57	\$-15.85	\$-10.74	\$-7.54	\$-26.17	\$-3.56	\$2.92	\$-2.24	\$-6.96	\$-2.39	\$-20.44	\$-17.30

* Your Charges: Your EL Charge + Your GAS Charge



Project Information

- First Mock Bill
 - December Usage, mailed January 2011
- Mock Billing will occur for 7 months –
 - January 2011 to July 2011 (Dec-June Usage)
- First Live billing will be mailed – August 2011



Minol USA Corporate Headquarters

**Minol Center
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Addison, TX 75001**

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